




# Goulburn Valley Water

2023 water price review | customer fact sheet

Victoria's water businesses send us submissions on proposed prices and key outcomes for their customers. We assess the submissions and make price determinations on the maximum price they can charge for their services from 1 July 2023 to 30 June 2028.

## Snapshot of Goulburn Valley Water's price submission

Bills	Tariffs	Outcomes
		
<p>Typical annual residential owner occupier water bills for 2023-24 will be \$917 before inflation. This is an <b>increase of \$27 or 3 per cent</b> from 2022-23.</p> <p>Owner occupier bills will increase to \$946 by 2024-25. This excludes inflation, which is added to bills each year.<sup>1</sup></p>	<p>Goulburn Valley Water is proposing to increase prices by 1.85 per cent for the first two years and to change its approach to calculating new customer contributions and developer charges.</p> <p>It is also proposing new charges for digital meter installations.</p>	<p>Goulburn Valley Water has worked with its customers to revise its four outcome commitments, measures, and targets.</p> <p>It also worked with its customers to modify its guaranteed service level commitments.</p>

Information about our price review process and Goulburn Valley Water's price submission is available at [www.esc.vic.gov.au/water-price-review-2023](http://www.esc.vic.gov.au/water-price-review-2023)

## Send us your feedback on Goulburn Valley Water's proposal

Submitting your feedback by **1 December 2022** will help us prepare for the release of our draft decision. Send us your feedback via <https://engage.vic.gov.au/water-price-review-2023>.

<sup>1</sup> You can access latest independent forecasts for inflation via <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/latest-release>.



## What are the changes to prices and tariffs?

Overall proposed prices for Goulburn Valley Water customers will **go up** by 1.85 per cent per year for the first two years and then 2.45 per cent per year for the following three years (before inflation). Goulburn Valley Water is also proposing new charges for digital meter installations.

Goulburn Valley Water proposes a new approach to calculating new customer contributions and developer charges.

## How will this affect your bill?

Prices and tariffs are only part of the bill. Your actual bill depends on factors such as the amount of water and services you use. Goulburn Valley Water provided us with typical bills for different customer groups and water volumes.

### Typical water and sewerage bills (not including inflation)

Customer Group	Average consumption (kL p.a.)	2022-23 annual bill	2023-24 annual bill	2027-28 annual bill
Residential (Owner occupier)	260	\$890	\$917	\$1,035
Residential (Tenant)	260	\$296	\$305	\$344
Non-residential (Small)	108	\$876	\$901	\$1,011
Non-residential (Medium)	603	\$2,041	\$2,094	\$2,338
Non-residential (Large)	3,875	\$8,943	\$9,169	\$10,215

## What are the outcomes for customers?

As part of their price submission, water businesses must propose a set of outcomes that they will deliver to their customers over the following five years. The set of outcomes, measures and targets are unique to each business, reflecting those performance elements that matter most to customers, as revealed through the customer engagement process.

Goulburn Valley Water worked with its customers to develop four major outcomes, with measures and targets to track its performance. Goulburn Valley Water's outcome commitments to its customers are:

- Provide reliable water and wastewater services customers can trust.
- Lead action and partner with our communities to grow the region.
- Care for the environment and adapt to a future impacted by climate variability.
- Deliver respectful and responsive customer service, balancing affordability, value for money and fairness.

In addition, Goulburn Valley Water worked with its customers to develop five Guaranteed Service Level commitments for customers and the payments to customers if these standards are not met.

Goulburn Valley Water also proposed:

- support for customers who need Goulburn Valley Water's help (\$2 million)
- carbon emission abatement options with regional liveability and economic benefits (\$3 million)
- regional leadership for its communities in transitioning to a lower water, net-zero circular economy (\$4 million).

## What are the major works that will go on around you?

(\$ million before inflation)

Project	Detail	Total
Large Scale Solar	This project involves the installation of three 5MW solar sites to meet 2025 renewable energy targets through local solutions.	20.5



Nathalia Water Supply Pipeline	This project involves replacing the existing Water Treatment Plant at Nathalia, which is at the end of its life, with a pipeline from another town.	17.3
Broadford Water Treatment Plant Upgrade	This project involves upgrading the treatment plan to provide capacity for future growth in Broadford and Kilmore.	14.6
Health-based Targets Water Treatment Plant Upgrade Program	This program involves installing additional treatment barriers at Water Treatment Plants to meet drinking water regulations.	14.5
Shepparton Operations Centre Clear Water Storage Augmentation	This program will provide additional treated water storage capacity for growth in Shepparton.	11.7

## How much revenue is required from 2023 to 2028?

We require each business to tell us what revenue it will require for the next five years. This helps us understand how Goulburn Valley Water calculated the prices in its submission.

Goulburn Valley Water forecasts that it needs **\$302 million** of operating expenditure and **\$245 million** of capital expenditure to provide its services to customers over the next five years. To fund this, it **requires \$446 million in revenue**, an increase on the annual average from past years.

## Got a question?

[View our contact details](#) and follow us on [LinkedIn](#) and [Twitter](#).

